



OSF

Dietetic Internship

Program

Handbook

2018-2019

OSF SAINT FRANCIS MEDICAL CENTER**DIETETIC INTERNSHIP PROGRAM****RECEIPT FORM**

I acknowledge that I have received a copy of the OSF Saint Francis Medical Center Dietetic Internship Handbook. I will familiarize myself with the information and understand that it constitutes the Dietetic Internship Policies, and that I am governed by these policies. I further understand that nothing herein constitutes a contract for or guarantee of employment.

Date: _____ Signature of Intern: _____

Welcome to the Saint Francis Medical Center Dietetic Internship!

You have chosen OSF Saint Francis Medical Center! OSF Saint Francis Medical Center has chosen you! During the internship training, you will be preparing to take your place as a professional dietitian on a health care team.

The OSF Saint Francis Medical Center Administration pledges itself to:

- ★ Treat all employees with courtesy, consideration, and dignity.
- ★ Provide the highest standards of patient care.
- ★ Provide a safe and pleasant work environment.
- ★ Encourage personal satisfaction and self-improvement.

It is the policy of OSF Saint Francis Medical Center to provide an equal opportunity for all employees and applicants without regard to race, religion, color, sex, disability, national origin, or marital status.

We believe that you will be a happier and more effective member of our OSF Saint Francis team if you clearly understand this internship handbook. Some policies and procedures may and likely will be changed from time to time. Flexibility is a must!

It is your responsibility to read this handbook, keep it conveniently available as a reference and update it so you are always well informed.

OSF HealthCare Mission

In the spirit of Christ and the example of Francis of Assisi, the Mission of the OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of life.

From the first days of his public ministry, people brought their sick relatives and friends to Jesus Christ, who in his compassion, healed them and restored them to new life. Francis of Assisi ministered to the sick and lepers from the start of his conversion. Today, numerous religious congregations, such as The Sisters of the Third Order of St. Francis, are modeled on Francis' response to the Gospel. This work, especially in its outreach to the poor and the outcast, remains an essential ministry of service offered to the world by the Catholic Church. This service follows the moral vision and teaching of the Church, and all persons of good will are invited to collaborate with us in this work.

In 1876, the first Franciscan sisters came to Peoria to care for the sick and the poor. "OSF" stands for "Order of St. Francis" and includes OSF Healthcare System, OSF Saint Francis, Inc., OSF Healthcare Foundation and OSF HealthPlans. God entrusts this Mission to us. We hold it as a sacred trust and joyful privilege. We strive to remain faithful to this call.

"Mission" is "Why we're here" - to serve persons. We care for the whole person, in their physical, emotional, spiritual and relational dimensions. Our concern extends to all persons we encounter, turning no one away for reason of race, color, religion or economic status. "With the greatest care and love" was an expression used by our Foundress, Mother M. Frances Krasse, in her final letter to the congregation in 1885. This is the "golden thread" in the OSF story, linking us with the founding spirit, current service and vision for the future. What more do people long for in our world than to be treated with the greatest care and love?

Life is entrusted as a gift from God to human being; we don't "own" our lives. At OSF, we help persons in their stewardship of life; across their lifespan, in their homes or with us. OSF is a community of persons because we need each other to meet human needs in a complex healthcare setting. We are called to develop a culture of caring in an environment marked by mutual respect. We are all called to keep the spirit of personalized care alive. We are called, as a charitable organization, to be good stewards of the resources entrusted to us. We are, each of us, entrusted with this Mission of the greatest care and love.

DIETETIC INTERNSHIP PROGRAM

Mission

The mission of the Dietetic Internship Program is to provide innovative, high quality and high level of practice experiences for the qualified dietetic interns. The program will focus on developing individual potential, leadership knowledge and skills to meet the Academy of Nutrition and Dietetics' Accreditation Council for Education in Nutrition and Dietetics' Education Standards and reflecting the OSF mission, values and goals.

The goals of the Dietetic Internship Program at OSF Saint Francis Medical Center reflect the institution and the program's mission to promote a high standard of professional practice of staff and educational programs that are economically attainable and feasible. The following specific goals will guide the program to develop and progress in an efficient, planned manner.

Program Goals

- The program reflects the needs of dietetic interns and prepares them for current practice and lifelong learning to become competent entry-level dietitians.
- The program graduates will be able to adapt to the rapid changes of the healthcare environment and take the initiative to become self-motivated, self-directed, and self – evaluated lifelong learners through encouragement, motivation, and support from the preceptors, mentors and the program director.

Program Outcomes

1. Meet 2012 Accreditation Council for Education in Nutrition and Dietetics Standards for Dietetics Education.
2. During the past five years 2013-2017:
 - Program Completion Rate: 98%
 - RD Examination Passing Rate: 95.7%
 - OSF Graduate Average RD Exam Score (2014-2017): 30
 - National Average RD Exam Score (2014-2017): 27
 - Job Placement Rate: 96% (Graduates finding employment within 12 months of graduating)

PROGRAM LONG RANGE GOALS AND OUTCOMES

Goal #1

The program reflects the needs of dietetic interns and prepares them for current practice and lifelong learning to become competent entry-level dietitians.

Outcomes:

- 100% of the dietetic interns who complete the program achieve a rating of “2” or greater on the basic core competencies
- 100% of the dietetic interns who complete the program achieve a rating of “2” or greater for 100% of their emphasis core competencies
- Over a 5-year period, first-time test takers achieve at least 80% passing rate on the RD examination.
- Within 12 months of completing the program, 80% of the program graduates will obtain employment in dietetics or related fields.
- 100% of the graduates 1st year, 3rd year, and 5th year self-assessment indicate that the individual meets or exceeds the rating of satisfactory.
- 100% of the employer surveys 1st year, 3rd year, and 5th year survey indicate that individual meets or exceeds the rating of satisfactory

Goal #2

The program graduates will be able to adapt to the rapid changes of the healthcare environment and take the initiative to become self-motivated, self-directed, and self-evaluated lifelong learners through encouragement, motivation, and support from the preceptors, mentors and program director.

Outcomes:

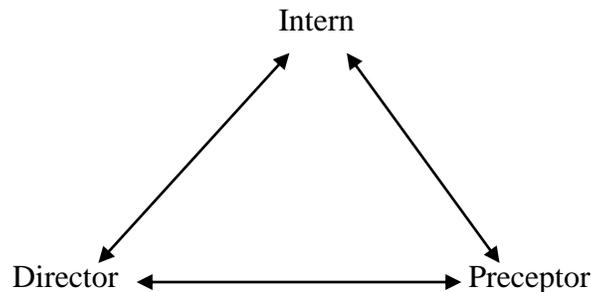
- 100% of the dietetic interns who graduate from the program will successfully complete the program within 18 months.
- 100% of the program graduates agree or strongly agree that the preceptors and program director provide encouragement, motivation, and support during the internship experience on the Final Program Evaluation, based on a mean of 4 or above.
- 100% of the program graduates agree or strongly agree the emphasis area challenged them to become a self-motivated, self-directed, and self-evaluated learner on the Final Program Evaluation based on a mean of 4 or above.
- 100% of the dietetic interns utilize a 4 step goal setting process to assist in planning their unique emphasis curriculum to meet their individual career goals and interests.

INTERN'S LEARNING MODEL: ATTACHMENT LEARNING

Attachment learning is the education process that involves a one-to-one relationship between an intern and a practitioner within the professional environment.

The purpose of attachment learning is to acquaint the intern with real-life situations in which the element of risk is minimized by guidance and flexibility to meet the learner's individual needs.

A diagram of the interaction between the attributes of the intern, preceptor (instructor) and program director as follows:



1. Student's role: To progress from a non-participant observer to a self-responsible, self-developed, self-directed, and self-evaluated dietetic professional.
 - Functioning as an adult in a practical environment.
 - Developing personal behavior based on performance evaluations.
 - Growing in self-esteem by receiving indications of approval from the preceptor.
 - Developing own system of evaluation for ego satisfaction.
 - Realizing that preceptor's practical knowledge is superior to hers/his, although some of her/his factual knowledge may be more current.
 - Assuming responsibility for management of her/his own learning situations
 - Observing the preceptor's efforts to keep professionally current through continuing education.

2. Preceptor's role: To assist the student and attain personal satisfaction by:
 - Exemplifying mastery of tasks.
 - Possessing communication skills.
 - Modifying own behavior somewhat to suit the students' needs.
 - Realizing that the interns' knowledge of some factual material is often more current than her/his own.
 - Realizing that her/his own practical experience is superior to that of the intern.
 - Providing experiences and resources which further the intern's development toward professional status.

3. Director's role: To monitor the attachment learning relationship between the intern and the instructor by:
- Ensuring that the intern integrates individual tasks into the total mission of the organization.
 - Guiding the intern in the management of her/his own learning situations.
 - Aiding the intern to realize the value limitations of an experience.
 - Respecting the interns' dignity by maintaining a proper balance between encouragement and criticism.
 - Encouraging adequate flexibility in the training process to incorporate needs or ideas of the intern.
 - Abstaining from directive teaching by allowing the intern to make discoveries by herself/himself.
 - Benefiting from participation in the education advancement of both the interns and the preceptors.

* Abstract from Journal of the American Dietetic Association, Vol. 67, Nov. 1975

CODE OF ETHICS FOR DIETETIC INTERN

The ethics of the profession of dietetics includes a sense of value regarding standards of practice, knowledge of responsibilities and rules of conduct based upon human relationships. The dietetic intern at OSF Saint Francis Medical Center can facilitate professional and personal growth by assuming the following responsibilities:

1. Accept and abide by the rules of the institution.
2. Abide by the guidelines of professional conduct and ethics of the Academy of Nutrition and Dietetics.
3. Give the best possible service to customers.
4. Respect and maintain the confidentiality of patient/client and employee information.
5. Respect and care for the institution materials and equipment.
6. Follow the dietetic internship curriculum guidelines, policies, and procedures, and consult with supervisory staff regarding all aspects of nutritional care.
7. Show initiative in learning and work toward being a self-motivated and self-directed health professional.
8. Maintain a cheerful, harmonious and respectful working relationship with the medical staff and other employees and fellow interns. Demonstrate tactfulness and appropriate conduct when working with various levels of personnel.
9. Be flexible and adaptable to changes in the program, schedule and routine. Be willing to examine and try new ideas.
10. Admit mistakes, accept constructive comments and challenge yourself to work toward your highest potential.
11. Complete assignments on time; check and follow through when needed.
12. Report to class, meetings and work on time (unless excused by staff and internship director).
13. Work at least 40 hours per week or until all necessary patient care has been completed. Do not leave before scheduled time off without permission from internship director and assigned staff.
14. Share goals and participate in a team setting.
15. Participate in community activities by seeking opportunities to learn about available community resources.

GENERAL POLICIES & PROCEDURES

PHYSICAL EXAMINATION:

Interns must pass the OSF SFMC health evaluation before starting the program, including a drug screen. **OSF SFMC does not provide health insurance.** It is the intern's responsibility to obtain his/her own health insurance.

CRIMINAL BACKGROUND CHECK:

Interns must submit the required paperwork for a criminal background check. This is paid for by OSF.

PROFESSIONAL LIABILITY:

Individual liability insurance is not required for interns. Since interns are working under the supervision of the teaching staff, OSF SFMC covers professional liability insurance for all interns. This includes driving to and from an off-campus practice site.

INJURY OR ILLNESS WHILE AT OSF:

If you become ill or are injured while at OSF you need to inform your preceptor and program director immediately. If it is an emergency situation, you may be taken to the Emergency Department for treatment. It is expected that you have your own health insurance coverage during the program and incur all costs for medical care while you are an intern.

CLEARANCE TO RETURN TO WORK AFTER ILLNESS OR INJURY:

Interns are responsible for calling the Employee Health Service on the third consecutive working day for absence from work due to illness or injury, after hospitalization of any duration, after any type of outpatient surgery, or after any back injury. At this time, the intern will be informed as to whether or not he/she will need a physician's verification of illness.

Interns must submit the Employee Health Service Return to Work Permit to the program director before returning to work.

The program director may require an intern to have an employee health evaluation if the intern's job performance is being affected.

BENEFITS:

Meals –

Food and Nutrition Services provides 3 meals (breakfast, lunch, and dinner) and snacks to the Dietetic Interns throughout the internship program.

Scheduled Time Off –

Seventeen (17) days of time off are given to each intern. Special requests for time off can be arranged through the program director.

Leave of Absence-

Dietetic Interns are allowed to request a leave of absence for medical or personal reasons. The program can be extended 6 months for the intern to complete the program if needed for medical or personal reasons. The maximum time allowed to complete the program is 18 months.

REIMBURSEMENT:

Reimbursement is available when food/material is needed for projects that is not available in the kitchen/secretary's office. You should spend your own money, while using the tax exempt letter that can be obtained from the Food and Nutrition secretaries, and you will be reimbursed with a check. Please get approval from program director prior to purchasing any food/materials.

SUPPORT SERVICES:

OSF does not offer financial aid to the dietetic interns. Since dietetics are not OSF employees, interns do not have access to health services or counseling and testing services.

WORK SCHEDULE:

The OSF Dietetic Internship is a 12 month full-time program. Five interns start the second Monday in June and 5 interns start the second Monday in October. Start dates are finalized when the interns accept the offer to be an intern at OSF.

You are scheduled to work forty (40) hours per week. As a professional person, it is expected that you will not leave your assigned area before you have completed the work. You are never to leave work early unless you have permission from the supervisory staff and/or the program director. If you become ill and need to leave work, inform your mentor and the program director. If you are injured on the job, such as falling or cutting yourself, you will be taken to the OSF emergency department for care. All interns are required to work Saturdays, Sundays, and holidays as scheduled. Two weekends of staff relief are required. Interns are at OSF for educational purposes and are not to be used to replace employees.

REPORTING ABSENCES:

Regular attendance on the job is mandatory. If interns, for any reason, are unable to report for work, contact the program director and supervisory staff before the scheduled time.

Single or half days off should be made up when possible. Unexcused absenteeism, unauthorized leaving work or expanding breaks will not be tolerated. If an intern is absent for three consecutive work days without notifying the program director or supervisory staff, OSF SFMC assumes that the intern has resigned the internship program. The termination procedure will be followed.

REPORTING LATE:

Reporting to work promptly is mandatory. If an intern, for any reason, is going to be late, contact the program director and/or the supervisory staff before the scheduled time. An intern who is 5 – 30 minutes late and does not call will be considered tardy. If an intern is more than 30 minutes late and has not called, it will be considered as willful failure to report absence from duty before a scheduled work shift. This offense is subject to disciplinary action.

REQUEST FOR SCHEDULED TIME OFF:

Scheduled Time Off Policy

As OSF Dietetic Interns, you are given 17 scheduled days off during the 12 month internship. All scheduled time off must be approved by the internship director. Scheduled time off can be requested by completing the Time Off form, which you can obtain from the internship director or the FNS secretaries.

It is highly discouraged to take time off during the MNT rotation and staff experience/staff relief. During these times you are required to submit your time off request 2 weeks prior to the time you want off. You need to obtain your preceptor's signature prior to submitting the request to the internship director. The internship director will then put a copy of the time off form in the RD office.

Interns are given two options for scheduled time off:

Option #1:

Graduate one week early (after completing 51 weeks) and have a total of 12 days of scheduled time off during the 12 month internship. This will total 17 days of scheduled time off.

NOTE: Interns beginning in October are scheduled off between Christmas and New Year's. This leaves 7 days the October class can schedule off.

OR

Option #2

Completing 52 weeks of the internship and scheduling 17 days off.

NOTE: Interns beginning in October are scheduled off between Christmas and New Year's. This leaves 12 days the October class can schedule off.

It is up to each class to make a decision regarding which option is selected. By the end of the third week of the internship program, the internship class needs to inform the director as to which option is selected.

Scheduled Time Off includes the following:

1. Sick days
2. Holidays

Time off in emergency situations such as illness or death of an immediate family member can be arranged.

Accumulating Scheduled Time Off

At times, you will need to work more than 8 hours a day to assist with cooking demos, presentations, classes or other projects. It is up to the preceptor to allow you to take additional time off. For example, if you work 12 hours in a day to assist with a cooking class, the preceptor can allow you to come in late or leave early the next day or another day during the rotation. We do not allow hours from a rotation to accumulate and equal more scheduled days off.

The exception is when you work on the weekends. Typically for staff relief on the weekends, you will work four hours on Saturday and Sunday. For weekend staff relief you receive an extra scheduled day off, which brings your total days off to 19 days.

PROTECTION OF PRIVACY OF INTERN INFORMATION:

Each dietetic intern has a personal file kept by the director. The director is responsible to keep the information in each file private and confidential. At any time, the dietetic intern can ask to see their personal file when the director is present.

STAFF RELIEF:

Dietetic Interns are never used to replace employees in any aspect of the program, such as in the OSF Room Service program. Dietetic Interns always are assigned a preceptor to assist and mentor them with projects, presentations, MNT coverage and other types of staff relief that benefits their education and development.

PROFESSIONAL APPEARANCE:

Appropriate appearance, good grooming, and personal hygiene is an essential part of professionalism. Listed below are general guidelines for you to follow:

APPROPRIATE STREET CLOTHES:

Female: Any professional or casual professional attire is allowed. Lab coats are required to be worn during the clinical rotation. Hosiery must be plain in color. Full length hosiery is not required. Closed toed shoes are required in clinical areas. Flip flops are not allowed.

Examples of items that are not acceptable are as follows:

- Dressy shorts, capris, jeans (colored or blue), tight-fitting pants, cargo pants, and low-cut shirts
- Length of clothing greater than 2 inches above the knee
- Denim jackets, shirts, dresses or skirts
- Sleeveless tops or tank tops, unless a jacket is worn at all times
- Sheer or see-through material
- Blouses, sweaters, or tops with messages
- Shorts (i.e. walking shorts, corduroy, cuffed or Bermuda)
- High heels higher than three (3) inches and sandals

Male: Clean, pressed trousers, shirts, vests and sweaters with a shirt are appropriate. Ties are optional. Athletic-type shoes and other soft shoes or sandals are not allowed. A lab coat is required to be worn during the clinical rotation.

Be aware of the latest trends, but don't follow them verbatim. Always consider lifestyle.

When in doubt, keep it simple.

Lab coats must be worn during clinical rotations. It is required to have your lab coat embroidered with the OSF logo and Dietetic Intern. This is done as a group once the interns begin the program. Short or long lab coats are acceptable.

PICTURE I.D.

Interns will receive a photo I.D. free of charge. Replacements for lost photo I.D. will be issued at a cost of \$20.00 each. Interns are required to wear their photo I.D. at all times while on duty. Photo I.D. should be worn in plain view on a person's outermost garment, above the waist. The picture must be visible.

JEWELRY:

Wedding rings and watches are allowed to be worn. Professional identification pins or approved professional theme pins are allowed. For females, conservative jewelry is allowed but no more than two (2) rings per hand and two (2) earrings per ear.

FINGERNAILS:

1. Fingernails are to be neatly manicured and of reasonable length (less than ¼ inch beyond the fingertip).
2. Nail polish may be worn. Nail polish is to be free of chipping. Designer nails, dark colors (purple, black, blue, orange, green) are not appropriate.
3. Artificial nails or enhancements are not allowed. Anything applied to natural nails other than nail polish is considered an enhancement. This includes, but is not limited to, artificial nails, tips, wraps, appliqués, acrylics, shellac, gels, and any additional items applied to the nail surface.

PERFUME/COLOGNE:

Strong perfume is not recommended because it can be offensive to patients and fellow employees.

PERSONAL HYGIENE:

Personal hygiene, appearance and apparel must be neat and clean always. Daily bathing and use of deodorant is necessary.

TATTOOS:

Tattoos should be concealed and covered to maintain a professional appearance. If the tattoo is unable to be covered by clothing, it should be covered by a bandage while at work.

HAIR:

Hair should be clean and neatly controlled. Conservative hair accessories are allowed. Male's hair should be clean and neatly controlled and not longer than a shirt collar.

For sanitation reasons, all interns entering the kitchen for any reason must wear a hair net or converter cap. All hair must be covered, bangs included.

TRANSPORTATION & PARKING:

Interns are responsible for their own transportation to any training activities or field trips outside OSF SFMC.

Parking facilities are available close to OSF SFMC. For maximum utilization of the parking area, it is important that you park in the provided parking spaces and use only those areas marked for that purpose. A parking permit is available through Security Services of OSF SFMC. It is the property of OSF SFMC, and any misuse of the permit or violation of parking regulations of the Medical Center will result in action under the Medical Center's disciplinary action procedures. Any time a permit is lost, stolen or intentionally damaged, the \$20.00 deposit is forfeited, and an additional fee for replacement is required.

When traveling as a group off-site, an OSF vehicle can be reserved. See program director to reserve a vehicle.

TELEPHONE:

Interns are allowed to use the hospital telephone in the internship classroom for business.

All personal telephone calls should be conducted after 4:30 pm. Personal long distance phone calls should not be made on the classroom telephone.

When you use the telephone, remember the importance of good telephone habits. Answer promptly in a pleasant, courteous and business-like manner. Transfer calls tactfully and give accurate and careful answers.

It is unprofessional and not allowed to use your personal cell phone during meetings. It is expected that you will keep your personal cell phone on silence while at OSF SFMC.

PROGRAM INTRODUCTION

We expect interns to take responsibility for progressing from a non-participating observer to a self-responsible, self-developed, self-directed and self-evaluated dietetic professional.

To help interns accomplish these goals, the following three major learning components and performance appraisal programs are planned:

ORIENTATION AND CLASSES:

The purpose of the orientation program is to reinforce the dietetic knowledge and skills in dietetic practice. Classes/seminars will be arranged during the internship training.

Interns are required to attend all classes as scheduled, whether on or off duty, unless otherwise approved by the program director.

SUPERVISED CLINICAL PRACTICE:

Interns will be scheduled under the supervision of the supervisory staff on medical nutrition therapy, food service systems management, and community/wellness rotation for approximately 30 weeks. During each rotation period, a planned performance appraisal form will be used. The dietetic intern is responsible to timely conduct self-assessment and schedule meeting with the supervisory staff for feedback.

The program director will monitor each intern's performance and discuss a revised schedule and alternative learning activities with the preceptor and intern as needed. For example, if an intern receives a score below a 2 (satisfactory) on an evaluation, additional project(s) may be assigned based on where the work performance is suffering.

INDIVIDUALIZED PROFESSIONAL ADVANCED PRACTICE:

After the intern successfully completes the supervised clinical practice component, he/she is required to develop individual goals and objectives for advanced professional practices based on the OSF SFMC concentration competencies and the institutional goals.

Each intern can select Community or Medical Nutrition Therapy for their concentration based on the "Guideline for Emphasis Curriculum Planning".

At times, the program director may arrange the experience of staff relief and staff assistant special projects or field trips based on the interns' professional goals and objectives.

For emphasis area practice, the intern is responsible to explain the self-expected professional goals, objectives and action plans to the supervisory staff. Continual appraisal and formal evaluation by the interns and preceptors is needed upon completion of each experience.

Interns must have received an average minimum satisfactory performance, a score of 2, for staff relief and projects during the individualized professional emphasis practice. An action plan will be created for those unable to achieve a satisfactory work performance.

SPECIAL PROJECTS AND TESTS:

All interns should participate in a learning-working situation under professional supervision and follow the planned curriculum, performance standards and guidelines to participate in various tasks. **Prior learning experience is not awarded as credit for the Internship Program.**

Prior to the supervised clinical practice, all interns are required to take a pre-assessment test to determine what areas could use improvement over the course of the internship. During the final week of the internship, they will complete the same test as a post-assessment. This will help guide the intern towards the areas that they need to focus on studying more of for the RD exam.

Throughout the program, each intern is required to present a Nutrition Education Luncheon, outcome studies and management problem-solving project to the professional group as scheduled.

Additional projects with the collaboration of interns and community nutrition education programs are required.

SUPERVISED-PRACTICE FACILITIES:

It is the policy of the Dietetic Internship Program that all competencies be met through experiences and opportunities available at the OSF facilities. This is reviewed annually during curriculum planning meetings with preceptors and key stakeholders. It is expected that all OSF Registered Dietitians be mentors for the dietetic interns. If it is determined that a competency can't be met at the OSF campus, it is the responsibility of the Program Director to locate a site where the competency can be met. If this would occur, the Program Director will work with OSF and off-site administration to develop signed contract agreements.

It is mandatory that Dietetic Interns attend the OSF New Employee Orientation and learn about patient confidentiality and other important organizational rules.

ATTENDANCE OF PROFESSIONAL MEETINGS AND SEMINARS:

Interns will be allowed to attend a maximum of three (3) professional meetings as individual choice. This needs to be approved by the program director, as long as the learning assignments can be accomplished within the time frame. If the event is mandatory by the program, the time spent at the meeting will be considered as working hour, otherwise, interns are required to make up the time lost.

GRADUATION:

At the successful completion of the internship, interns will receive a verification statement and their information will be submitted to CDR for eligibility for the RD examination. Verifications statements are given to the intern during their final exit interview with the director. On the intern's graduation day, their information is sent to the CDR.

CLINICAL PRACTICE PERFORMANCE APPRAISAL PROCEDURES AND RESPONSIBILITY

	Intern	Mentor	Program Director/ Preceptor
Prior to the supervised rotation/staff/relief/staff assistant	Makes an appointment with the mentor to discuss: <ul style="list-style-type: none"> • Curriculum & learning activities • Performance expectation and appraisal criteria 	Assures that the updated curriculum and planned performance appraisal form are provided and explained to the intern	
During the rotation	Be assertive to communicate with the mentors regarding learning needs/concerns/difficulties	Encourages and supports intern's learning with respect	
At the end of each rotation	Submits the completed self-appraisal form to the mentor based on the planned performance objectives and criteria. Makes an appointment with mentor for feedback meeting.	Reviews intern's self-appraisal form and documents feedback	
During the feedback meeting	Be an active listener and accept constructive feedback with open-minded attitude. Make action plan for areas needing improvement. Provide constructed feedback to the mentor for program improvement.	Communicates the following concerns: <ol style="list-style-type: none"> 1. How well the individual has performed. 2. Achievement level of the objectives. 3. Personal qualities related to the performance. 4. Current status of the individual. 5. The intern's potential for advancement. 6. Specific recommendations for his/her development and action plan. 	
After the feedback meeting	Discuss the performance feedback and action plan with the mentor. Turn in completed performance appraisal form to the program director immediately after the meeting. Individual personal file is available in the program director's office. Intern has access to review personal file with program director present.	Discuss any concerns regarding the interns' issue with the program director.	<p>Preceptor: Listen without judging, exhibit good interpersonal skills to support intern's personal and professional growth.</p> <p>Program Director: Reviews the individual intern's performance results. Recognizes, encourages and rewards the individual when it's needed. Counsels individual and attempts to help individual for improvement.</p>

TERMINATION PROCEDURES

INTERN INITIATED (RESIGNATION):

An intern may resign at any time by notifying the program director in writing. Termination will be effective on the date specified in the letter. Records will document the circumstances and a copy of the letter of resignation will be included in the intern's permanent file.

A dietetic intern who withdraws from the program because of illness or personal/family problems may re-enter the same program and has 6 months after their time off date to complete the requirements of the program. The maximum time allowed to complete the program is 18 months.

INSTITUTION INITIATED:

OSF Saint Francis Medical Center does not guarantee that every intern will automatically graduate from the internship program unless an intern takes full responsibility for following all the policies as indicated in the internship handbook and curriculum guide, and completing the program requirements successfully. OSF SFMC may elect to terminate interns for one of the following reasons:

1. Failure to sign the internship agreement.
2. First occurrence of the following behavior:

Attendance

- Job abandonment – failure to contact your supervisory staff and or program director for lateness/absences of workday.
- Leaving the assigned job or work area without permission before the end of the work day.
- Excessive absenteeism or tardiness.

Conduct: Depending upon the surrounding circumstances, the conduct listed below may result in coaching, a Level I Reminder, Level II Reminder or Decision-Making Leave or termination.

- Practicing or promoting discrimination against or harassment of another employee or group of employees on the basis of race, color, national origin, sex, age, religion, marital status, or physical or mental disability unrelated to ability to perform the job.
- Possessing any dangerous weapon or explosive while on OSF HealthCare property.
- Fighting with, threatening, intimidating, coercing, physically abusing or interfering with other employees or person doing business with OSF HealthCare.
- Abuse or serious neglect of a patient.
- Using profane or abusive language or displaying abusive conduct toward employees, supervisors, patients, or person doing business with OSF HealthCare. Disruptive behavior or behavior that interferes with the performance of other employees.
- Gambling on OSF HealthCare premises.
- Refusing or failing to follow the instructions of or to perform work assigned by a staff supervisor, manager, director, etc.
- Taking, receiving, or possessing without authorization, goods, materials, equipment or property belonging to OSF HealthCare, employees, patients, or persons doing business with OSF HealthCare.
- Misrepresenting one's own work hours or the work hours of others.
- Abusing an OSF HealthCare benefit or fraudulent use of benefit hours.
- Falsifying OSF HealthCare records or forms.

- Falsifying or refusing to provide information, or otherwise refusing to cooperate in the investigation of incidents of employees' misconduct, accidents, theft or other incidents.
- Failing to maintain confidentially of patient or employee information.
- Violation of computer security, procedures, or standards.
- Making false, vicious, or malicious statements about an employee or any OSF HealthCare employee.
- Endangering the safety of yourself or other employees which could result in possible physical injury to persons or damage to the property of OSF HealthCare employees or persons doing business with OSF HealthCare, including violation of The Safe Driving Practice Policy while on duty.
- Failing to comply with OSF HealthCare safety rules and practices.
- Sleeping while on working time.
- Failure to follow dress code.
- Smoking in unauthorized areas.
- Unauthorized personal telephone calls during the work shift (except break and lunch periods).
- Possession or use of pagers and/or cellular telephones for personal reasons unless authorized by the program director.
- Unauthorized use of OSF HealthCare mail, copying machines or FAX machines for personal business.
- Violation of OSF HealthCare operational and/or administrative rules regarding parking, traffic regulations, restricted access areas, etc.
- Violating OSF HealthCare rules governing solicitation on OSF HealthCare property.
- Posting unauthorized notices, bulletins or other information without approval or removing or defacing notices, bulletins or other information posted by OSF HealthCare.
- Engaging in activity that is unethical, immoral or illegal.
- Reporting to work under the influence of, or introducing, possessing or using on OSF HealthCare property, any intoxicating liquor or controlled substance (including drug paraphernalia) not prescribed by a licensed physician for the employee with possession. (Prescription drugs which could impair motor functions or job performance are not to be taken prior to or during work time. Employees with such prescriptions must advise their supervisor when first reporting to work after receiving such a prescription.)
- Any other action that is deemed to be a breach of normal employee conduct while on OSF HealthCare property or during working hours.

JOB PERFORMANCE

- Abuse or willful neglect of a patient.
- Failure to meet performance standards.
- Failure to fulfill job specifics or Medical Center orientation requirements.

Formal Levels of Discipline

	Attendance	Conduct	Job Performance	Safety	Maximum Active
Level One Reminder					3
Level Two Reminder					2
Decision-Making Leave					1

- * An individual cannot exceed three (3) Level One Reminders (in different categories). If a formal disciplinary action is needed in a fourth (4th) category, this would become a Level Two Reminder.
- * An individual cannot exceed two (2) Level Two Reminders (in different categories). If a formal disciplinary action is needed in a third (3rd) category, this would trigger a DML (Decision-Making Leave).
- * DML – Maximum of one (1).
- * While an individual has an active action at one level, additional actions must be at that Level 1 Reminder or beyond (i.e.: when there is a Level 2 Reminder in Job Performance active and an action is indicated for attendance, this action must be a Level 2 Reminder, even if no other attendance action is active.)

UNSATISFACTORY PERFORMANCE

An intern who fails to advance in knowledge, skills, ethics, and other attributes related to the dietetic profession at a rate in step with his/her training level will be:

- permitted to extend the same experience for no longer than two (2) weeks.
- put on probation by the program director for no longer than thirty (30) days.
- dismissed from the program.

An intern who fails to comply with the standards of professional responsibility and dietetic practice will be subject to review or possibly dismissed from the program based on the circumstance.

It is expected that each intern will successfully pass Staff Experience at the end of the MNT area. If the intern does not successfully pass Staff Experience, as indicated on the MNT Final Evaluation, the intern and the program director will together work to develop an action plan for improvement that will be implemented during Emphasis. If the intern does not show improvement and progress toward meeting the goals outlined in the action plan, the intern may begin the formal disciplinary procedures.

The program director is available to meet individually with the interns to listen to concerns, provide career coaching and offer support during the program.

PROBATION PROCEDURE

1. Program director will hold a conference with intern prior to the probation date.
2. During the conference, program director will explain the reason for probation and expected results to the intern.
3. Program director documents the discussion issues and action plans for records.
4. At the end of the probationary period, the intern may be:
 - * Removed from probation.
 - * Given an additional period of probation but no longer than 10 days.
 - * Entered into the termination process.

FAIR TREATMENT POLICY

It is most important that all interns feel that they have been given an opportunity to discuss their problems on the job.

Whenever groups of people work together, it is possible to have a misunderstanding. We recognize that it is possible for any dietetic intern to feel that something has happened which resulted in his/her being treated unfairly.

For this reason, we have established a Fair Treatment Policy to ensure that every dietetic intern has a chance to follow an orderly procedure for complaint review.

FAIR TREATMENT PROCEDURE

Dietetic interns are encouraged to resolve complaints with the appropriate supervisory staff when they feel they have been treated unfairly. When their disputes cannot be resolved to their satisfaction, dietetic interns can present a fair treatment complaint to the program director within seven (7) calendar days after the occurrence. The fair treatment process involves the program director's supervisor and hospital administration.

Any fair treatment complaint not presented to the program director through the fair treatment procedure within seven (7) calendar days after the occurrence of the condition will not be considered.

Fair Treatment Forms are available in the program director's office as is a summary of the procedure with time frames for each step. The program follows the same fair treatment policy as the medical center.

The dietetic intern can meet with a human resource representative, the Director of Food and Nutrition or administrator if he/she feels the program director is not sufficiently dealing with the complaint. OSF has a workplace violence policy that prohibits retaliation from staff. If the dietetic intern feels he/she is being retaliated against for escalating the issue above the program director or preceptor, the dietetic intern needs to immediately report the behavior to a human resource representative, the Director of Food and Nutrition or administrator.

Interns can submit complaints regarding the internship directly to ACEND only after all other options with the program and institution have been exhausted. OSF SFMC Dietetic Internship will keep all complaints on record for 5 years.

TERMINATION PROCEDURES

1. Program director will appoint a departmental investigation committee. The investigation committee will consist of the program director as chairperson, minimum of two (2) members from the supervisory staff, and one legal advisor from Human Resources.
2. The committee will conduct an informal inquiry, hearing the intern and all others who have substantive knowledge of the situation. The investigation should be completed within seven (7) days from the occurrence date.
3. Program director will follow the recommendation to notify intern in writing as to:
 - * Termination
 - * Dismiss all the charges
 - * Not dismiss the intern but refer corrective action to the intern and indicate the date to be completed.

**SAINT FRANCIS MEDICAL CENTER
PEORIA, ILLINOIS**

DIETETIC INTERNSHIP PROGRAM

THE RESPONSIBILITY AND AUTHORITY OF THE INSTITUTION

OSF Saint Francis Medical Center provides a one-year dietetic internship program which is accredited by the Academy of Nutrition and Dietetics.

The Medical Center has assumed the responsibility to provide adequate personnel, facilities, equipment, and financial support for meeting high standards of quality education.

The internship director has authority to administer the education program; coordinate the teaching program for dietetic interns with those rendered by other health professionals; monitor the attachment learning relationship between the intern and the staff; continuously evaluate and develop curriculum for program improvement; prepare and develop regulation and procedures as needed for implementation of the program; update and improve self, as an educator, as well as a practitioner.

Internship Director: _____

Date: _____

**SAINT FRANCIS MEDICAL CENTER
PEORIA, ILLINOIS**

DIETETIC INTERNSHIP PROGRAM

RESPONSIBILITY OF INTERN

Dietetic Interns are selected from applicants who have completed the Academy of Nutrition and Dietetics academic requirements without regard to race, color, religion, disability, sex, age, national origin, or marital status.

The intern will be able to participate in the learning-working situation under professional supervision and guidance. The responsibility for patients' nutrition care rests with the professional staff of the Medical Center.

The responsibility of the intern is to follow curriculum guides, policies and procedures, to progress from a non-participant observer to becoming a self-responsible, self-developed, self-directed and self-evaluated learner, through a research approach and continue performance improvement to achieving the professional standards which are established by the Academy of Dietetics and Nutrition.

I hereby agree to fulfill the above responsibility to the best of my ability.

Dietetic Intern: _____ Date: _____

**SAINT FRANCIS MEDICAL CENTER
PEORIA, ILLINOIS**

DIETETIC INTERNSHIP PROGRAM

Special Project

I agree that I will keep confidential all information I gain as a result of my participation in either a grant-funded program or a special study unique to OSF Saint Francis Medical Center. I acknowledge that I have access to this information only because OSF Saint Francis Medical Center has allowed me to participate in the program. I, therefore, agree not to disclose the methodology, the results or any other confidential or proprietary information relating to the program.

Date: _____

Signature of Intern: _____